

Approved Minutes
Enhanced 911 Commission Meeting
October 7, 2005
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Ernest Herrick
Richard Jackson
Jeff Morrisette
Roy Piper
Donald Richardson
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

Volunteer Fire Service
Council of Small Towns
State Fire Administrator
Office of Emergency Management
Cingular Wireless
Office of Emergency Medical Services
Public Service Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Joan Carrasquillo
Carey Thompson
Anne Finn
Sue Vaughn

Office of Statewide Emergency Telecommunications (OSET)
OSET
OSET
OSET
OSET
OSET
Office of Education and Data Management (OEDM)

Others in Attendance

John DonFrancisco
Wayne Bartolotta
Marc Bono
Larry Cole
Michael Dolhancryk
Paul Ferreiro
Jeff Merwin
Ed Pass
Steve Savage
Carl Sawyer
Gary Stango

Quinnebaug Valley Emergency Communications
Middletown
CT NENA
SBC
Norwalk CDEPP
Conversent Communications
Southwest CMED
SBC
Northwest CT Public Safety Communications Center
Private Citizen of Groton
Hartford and Emergency Management/Homeland Security

Call to Order

Chairman Herrick called the meeting to order at 9:02 a.m.

Approval of E911 Commission meeting minutes of July 1, 2005

Roy Piper motioned to approve the minutes of July 1, 2005 and Jeff Vannais seconded the motion. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

Mark Bono, President, Connecticut National Chapter of National Emergency Number Association commented. Mark spoke in support of the issue of requiring PBX users to have 911 capabilities. There is a chance this bill may come up in legislation again.

Staff Reports**Training Program**

Sue Vaughn of Office of Education and Data Management (OEDM) reported.

During the past quarter, OEDM conducted one telecommunicator class, trained 202 people, certified 26 of those individuals and re-certified 28 telecommunicators. There are currently 1200-1400 certified telecommunicators.

An educational seminar was held on September 29. Staff from OEDM, OSET & Dinah Ghirardi participated in putting the seminar together. Kevin Willette presented topics related to the telecommunicators' role in emergency preparedness. Ideas for future training include supervisor training. A total of 146 people attended.

The telecommunicators' curriculum development is almost completed. The committee is working on revisions to existing units and new units. This should be completely finalized by September 2006 with an instructor guide, student manual, audio-visuals and instructor orientation included.

Public Comment**Homeland Security 911 Report**

Gary Stango, Hartford and Emergency Management/Homeland Security, reported. An emergency notification system RFP is in place through Department of Information Technology. The purpose of an emergency notification system is to notify the people if there is an emergency such as a major storm coming through or the need to evacuate.

Gordon Shand, Office of Emergency Medical Services is waiting to review the RFP.

Telecommunicator Training

Gary Stango, Homeland Security, suggested that a one-hour concept course added into the telecommunicator course would give us the funded outlet into Homeland Security money. This concept course is part of the National Incident Management System (NIMS). In an emergency situation, it gives a better idea of command structure at the scene so we can better serve the fire, police and emergency medical services at the scene.

Gary Stango also suggested that a Mobile PSAP trailer be created. Gary Stango said some Homeland Security money for the Capitol Region was set aside for a Mobile PSAP trailer concept.

If a trailer comes on line, this can augment a PSAP during an emergency with a number of additional dispatchers. The money is there for the study. Ernie Herrick, Chairman, and Volunteer Fire Service, suggested Gary Stango look at Rhode Islands' and Massachusetts' Command Center before getting involved with the trailer concept.

EMD Report

Carey Thompson of Office of Statewide Emergency Telecommunications (OSET) reported. OSET has continued to reimburse PSAPs for EMD training. OSET has reimbursed for almost 1100 students representing 66 PSAPs and the State Police. To date \$283,000.00 has been spent reimbursing for the three-day training, one-day training and cardsets.

Wireless Accuracy Testing

Mike Guerrero reported. OSET is finished with cellular test calls around the state. The testers made eight 9-1-1 calls at each site, one for each wireless carrier and service mode at randomly selected locations within 3-4 square mile grids.

George Pohorilak commented that once the report is complete, OSET would meet with all the wireless carriers to present the findings to them.

EMS Data Report Q2 2005

Mike Guerrero reported that 68 PSAPs submitted EMS data reports, tagging 14,293 calls and 70 PSAPs submitted a report for the second quarter with only 8,549 calls tagged. Third quarter reports are now being received.

Public Education

Joan Carrasquillo reported. The 911 TV and radio announcements ran June through August. OSET is still waiting for the report from the Connecticut Broadcasters Association, which is due next week.

OSET got a total of \$800,000 of airtime for only \$75,000 for our Non Sustaining Commercial Announcements.

OSET has two articles on 911 and EMD. One article encourages people to not delay calling 911, another article explains why the people are asked a series of questions. The articles were sent out to Department of Social Services, with their Aging Services Provider Network, they sent these out to 1400 different health care providers encouraging these people to pass the information on to clients they serve.

Sergeant Vance distributed articles to all the newspapers and media outlets around the state for publication.

Coding forms have also been distributed. These were formally known as disability forms. The forms provide flag information to the PSAP for someone with a disability. If the person has a coding form on file with SBC when they call 911, that flag will appear letting the telecommunicator know someone at that location has a type of disability.

OSET is currently working on developing a 911-school curriculum for pre-K through grade 1 and grades 2 through 4. This has been sent to all PSAP directors.

Translation Services

Joan Carrasquillo reported. The contract with Language Line has been in effect since June 2005. Since June, these services have been used by 42 different PSAPs. There are up to 150 languages available through this service. The cost so far is \$640.00 each month. The cost could increase over time.

Language Line works this way: a call comes in with a caller speaking Russian, for example, the telecommunicator contacts Language Line. Language Line gets a translator, if the telecommunicator does not know the language, Language Line will identify the language and get a translator, then a three-way conversation begins. One of the ways Language Line determines identity of the language is by asking the person what country they are from. Most people understand that basic question and are able to answer.

Legislation/Regulations

George Pohorilak reported. The Department of Public Safety intends to submit the legislation regarding PBX Multi-line telephone systems. This will be the second submission of this legislation. It made it through the General Assembly last year. Many are in favor of this legislation. A notice will be posted on the website.

Software RFP

George Pohorilak reported. The RFP team has started its work and will report back to us.

Non-Initialized Cell Phone/VoIP Survey

Mike Guerrero reported that a survey was sent to all PSAPs requesting information on 911 calls received from non-initialized wireless telephones and emergency calls from VoIP telephone service subscribers. Vonage was identified as a VoIP service providers routing "9-1-1" calls through a Private PSAP in Canada identified as the National Call Transfer Center.

E911 Regulations

George Pohorilak reported. OSET was successful in getting the regulations through the process and have a public hearing scheduled for Friday, October 14, 2005. That is the next important step in getting the regulations passed. OSET took the funding sub-committee's report and converted all the information into the appropriate regulation language to make the new provisions effective. The new regulations comprise of an increase in funding that is expected January 1, 2006, which includes the training subsidy, the capital expenditure subsidy, the multi-town PSAP, and the State Police Funding. George does not expect that anyone will oppose these regulations.

VoIP

George Pohorilak reported on VoIP. OSET held a meeting with Vonage to prepare them to be compliant with State regulations regarding E911 and the FCC mandate that requires they provide 911 interface by November 28, 2005.

Mike Guerrero explained the way it is proposed to work is similar to a wireless NCAS scenario. NCAS takes the PANI, the 511 number for wireless, and assigns the numbers to a PSAP and uses a pool of those numbers to route calls to East Hartford, for example.

VoIP will use Emergency Service Query Keys, ESQK's, which are 211 and NX's in both the 203 and 860 area codes. The phone company will set up shell records like they do for wireless in the database. Shell records are records in the database that can have fields filled in with new data after the call is received or during the time it is received. An example of data would be latitude and longitude and call back number also known as MDN for wireless.

For VoIP, the routing phone number will be the 211 number. The VoIP telephone number will be inserted in the MDN phone like a wireless phone. Address information will be updated by a mobile subscriber by logging into a database and changing the address to the current address by a subscriber.

PSAP Issues

Palladium Software Upgrades

Larry Cole of SBC reported. In mid September SBC completed Palladium upgrade with all the PSAPs. There is a vast reduction in the number of Palladium software errors. There were 164 fewer errors this quarter.

Map Update

Larry Cole reported. The report should be available next week. The latest version of Tele Atlas map with the Microdata ESN layer and the cell tower layer will be included.

A few days are needed to make the CD's, to test the program and write the procedures for our technicians, and then a massive outlay to all of the PSAPs to upgrade all of the PSAPs. This process takes four to six weeks at the most.

George Pohorilak of OSET said the mapping upgrade is being completed by a temporary worker. OSET will be packaging the updated information and shipping it to Tele Atlas.

Mike Guerrero said cell calls from 2005 will not show up till the next report.

E911 Performance Reports

Due to staff losses in OSET, the manual query reports have not been completed.

SBC Performance Reports

Mike Guerrero reported. SBC performance reports were discussed.

911 Call Counts

Joan Carrasquillo reported. There were no unusual changes in the patterns.

CLECS

Mike Guerrero reported. Performance reports received from CLEC's were discussed. It was reported that Conversent Communications and Level 3 did not submit reports for the third quarter.

Data Network

George Pohorilak reported. A significant amount of data was compiled. This data was gathered from surveys conducted by OSET.

Department of Public Health EMS Data Status Report

The report was sent in late September.

New Business**2006 Commission Meeting Schedule**

Mike Guerrero announced the 2006 meeting schedule. The E911 Commission meetings will be held in Room 348 on:

January 6, 2006

April 7, 2006

July 7, 2006

October 6, 2006

Public Comment

Reverse 911 is a registered trademark. It gives PSAPs the opportunity to target certain areas they plan to evacuate.

Mr. Jeffrey Otto commented on the status of administrative regulations. George Pohorilak said the OSET staff is working on drafting these regulations and they should be finished soon. The primary focus now is to get the regulations to a public hearing. The drafts will be shared with the commission at the next meeting.

Adjournment

A motion was made by Gordon Shand and seconded by Richard Jackson and unanimously approved to adjourn the meeting at 11:08 a.m.

Ernest Herrick, Chairman

Date